

## Learning by Experience

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Have you ever thought to yourself or heard a fellow employee say, "Don't stick me behind a desk all day. I want to be where the action is!"

It is not unusual for jobs in food service to attract action-oriented individuals who get a lot of satisfaction out of "tasting, smelling, hearing, seeing and feeling" what their business is all about.

any people are paying special attention to this action-oriented characteristic. For instance, training specialists have associated this characteristic with a particular type of learning style.

That style is "learning by experiencing". This means not just being told abstract theories, but actually applying the concepts as they are learned. The fun part of "learning by experiencing" is that it can be creatively brought into a group setting in the classroom. And, Valley Food Service is doing just that.

With District Meetings being conducted every four weeks, Valley Food Service has taken a new twist in its training efforts for managers over the past few years. Not only are the concepts, such as inventory control, merchandising, security, time management, delegation and productivity being taught, managers are putting these theories directly into action in the classroom.

In this new environment, the main responsibility for learning is no longer the burden of the instructor. It is the responsibility of the participant.

During District Meetings, managers encouraged to try out new ideas and concepts through role playing, case studies, brainstorming, and other similar experiences. Once the managers get the hang of it in the

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## Clarke College BAC Featured

Clarke College in Newton, Ms. was established by the General Association of Regular Baptist in 1907. The college was chartered in February 1908, and opened its doors as a senior college in September 1908.

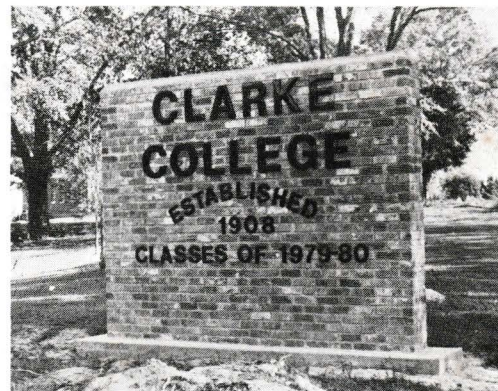
The college was named in honor of Rev. Nathan L. Clarke, a prominent Baptist pastor for more than half a century in the east central Mississippi area.

Ownership of the college was transferred to the Mississippi Baptist Convention (Southern Baptist) in 1914, and has been operated since that date as a junior college.

In 1981, the Mississippi Baptist Convention approved the merger of Clarke College and Mississippi College, thereby allowing Clarke College to offer upper division and graduate work on the Newton campus.

Throughout its history the college has stressed its commitment to Christian values and its close ties to the Baptist churches in Mississippi.

Valley Food Service began operating



the food service for Clarke College on July 1, 1971, with John T. Holifield as the BAC Manager. John has been the permanent manager of this unit since its opening.

He is aided by an excellent staff which includes: Jerlean McDonald (11 years), Janie Skinner (ten years), Edna McDonald (eight years), Pinkie Walker (eight years), Robert Walker and Suzanne Spivey.

The manager and staff at this unit have an impressive record of over 48 years of service with VFS at Clarke College.

BAC 104 provides meals for approximately 200 students and faculty members and also caters all the special events for the college, including the Beauty Pageant and the Review Days.

John received the Outstanding Manager Award in 1972 for his excellent management of this BAC.

Valley Food Service has enjoyed a personal relationship with Clarke College for 11 years and looks forward to the continuation of this association for many more years.



**Success  
Is a Habit.**



# COFFEE BREAK

In this part of the country, anytime is tea season. Follow these suggestions for uniform quality and great tasting tea.

## Iced Tea Tips

For one gallon of Iced Tea, pour one (1) quart boiling water over two (2) one (1) oz. tea bags. Steep six minutes, stir, remove bags and pour into three (3) quarts cold tap water.

For larger quantities use the following chart:

Gals Iced Tea	Quarts Boiling Water	Ounces of Tea	Quarts Cold Water
2	2	4	6
3	3	6	9
4	4	8	12
5	5	10	15
10	10	20	30

## Preparation Tips

- \* Always measure accurately!
- \* Pour boiling water over tea bags; use a container that will insure complete coverage of tea bags.
- \* Always pour hot concentrate into cold tap water. If tea clouds, reduce brewing time, but not less than four minutes. If clouding persists, clear it up by adding a small quantity of boiling water.
- \* Finished tea can be held for four hours without loss of flavor; do not hold longer.

## Hot Tea Tips

- \* Use the proper size tea bag. Five pounds per 1,000 bags is standard set by the Tea Association. Anything less causes you to be shortchanged.
- \* Never serve a dry teabag on the saucer with the water in the cup.
- \* Always place the teabag in the cup or teapot first.
- \* Pour rapidly boiling water over the tea bag.

## Instant Tea Tips

- \* Follow manufacturer's instructions
- \* Adjust strength as desired
- \* Measure water and tea carefully

**Nutrition Note:** Unsweetened tea has only two calories per cup. Watch the addition of sugar and cream; they cause the calories to build up rapidly and furnish very few nutrients.

# Save Energy Dollars in the Kitchen



(Part II)

Continuing our subject of energy conservation, this month we will complete the energy saving tips for the cooking battery.

## Bake and Roast Deck Ovens

- \* Schedule your baking operations for full-capacity oven use ...plan for early morning, and try to keep the periods of peak heat down to once or twice a day.
- \* Make use of the "heating up" and "cooling down" periods by preparing foods that require less than full heat during those times.
- \* Learn to load and unload quickly.
- \* Turn the oven off when not in use for periods of more than three hours; for shorter periods set the thermostat at 200 degrees.
- \* Preheat no more than 45 to 75 minutes (check manufacturer's instructions) and never preheat at a temperature higher than the required baking temperature.
- \* Wipe up spillovers before oven cools, before residue has carbonized. Use oven scraper to loosen baked-on spillovers.
- \* At least once each day, remove accumulations of spillage and burned food deposits, and clean crumbs and crusty deposits from door hinges.
- \* Keep damper closed for all roasting and most baking. Open it only when the food products need a dry oven atmosphere.
- \* Inspect door closings, gaskets and insulation regularly.

## Convection Ovens

- \* Reduce operating temperatures from recommended recipe temperatures by 25 degrees to 75 degrees, according to oven manufacturer's instructions.
- \* Schedule to use at full capacity.
- \* Preheat for no longer than 20 to 30 minutes.
- \* Turn oven off when not in use.
- \* Learn to load and unload food quickly.

## Chipped, Cracked?



Throw it out . . . in a separate container. Drain sink if removing any broken glass.

- \* Wipe up spillovers before oven cools, before residue has carbonized.
- \* Do not cover racks with aluminum foil.
- \* At least once every day, remove accumulations of spillage and burned food deposits, and clean crumbs and crusty deposits from door hinges.

## Fryers

- \* Load fry kettles to full capacity.
- \* Keep preheat time to ten minutes or less.
- \* Use the fryer instead of the range top for frying.
- \* Fry at lowest temperatures possible. Temperatures from 325 to 335 degrees are best for virtually all types of fried foods. Never exceed 375 degrees.
- \* During standby periods lower temperatures to 200 degrees and cover lid with a metal lid.
- \* Keep fry kettles clean; remove oil and scrub kettle at least once a week or more often, depending on frying volume.

## Steam Cooking Equipment

- \* Do not turn on cooking steam until it is needed.
- \* Make sure compartment doors are sealed tightly.
- \* Use a timer to prevent over-cooking (and wasting energy).
- \* Utilize your steamer's full capacity by scheduling a variety of foods that can be prepared simultaneously via proper placement in the compartments. This requires planning -- but it's more than worth the effort.
- \* If the steamer has a self-generating boiler, preheat the boiler to operating pressure -- usually ten to 20 minutes.
- \* Keep compartment interiors clean; remove food particles from rubber gasket and door opening. Replace rubber gasket if signs of deterioration appear.
- \* Blow boiler down under pressure every week; remove scales at least twice a year.

If your BAC celebrates a special event that you would like featured in The Communicator, send details along with black and white glossy photographs to Jeanette Holloway.

Do you understand the Necessity of Interdependence in TLC?



# Our Pride Is Showing

In future issues of *The Communicator*, we would like to publish articles that highlight the most important asset that the Valley has, and that is our people.

We are this month featuring a group of key employees, the drivers at BAC 603, Ville Platte Commissary in Ville Platte, Louisiana.

These seven drivers under the excellent leadership of **Willie Stone**, BAC Manager, have compiled a truly impressive record for themselves, individually and collectively.

They are: **Danny Poullard** (Driver Supervisor), **Vincent George**, **Casey Slaughter**, **Jimmie Doucet**, **Benny Edwards**, **Chester Frank** and **Phillip Wilson**.

All these drivers except for the newest members of the team (Wilson and George), have been recipients of VFS Incentive Awards for Drivers.

These men deliver the 2,147 meals per day that are produced by the staff at Ville Platte Commissary. The average route per day is 170 miles, round trip, with the longest route being 256 miles.

All the drivers exhibit pride in their job by keeping their uniforms clean and

neat, cleaning their vans (inside and out) each day, checking the mechanical condition of their vans before leaving each morning, and in their overall job performance.

Their dedication to duty is illustrated in the fact that they treat their customers like family. They are always courteous and helpful in delivering to the nutrition site managers.

Chester Frank, the longest tenured driver, has created the image of a "pacesetter" in this unit. His consistently high miles per gallon on his van has advanced a friendly rivalry between himself and the other drivers. They are all out to "beat" Frank's maximum gas mileage figure.

Morale is very high in this unit and the manager, Willie Stone, is extremely proud of his entire staff at Ville Platte Commissary.

## To Your Good Health

Protein is a very important element of good nutrition. It is essential to the development of strong cells and muscles, healthy hair and skin.

A deficiency of protein may lead to diseases of the hair, skin or nervous system, or may decrease immune responses.

There is a widespread misconception that high protein diets improve athletic performance. This belief leads many athletes to consume disproportionately large amounts of protein, when the major need is calories in proportion to energy expenditure. Unless protein is balanced with calories from non-protein sources, much of it will be wasted.

An adequate intake of protein can be assumed by including four ounces of meat and two cups of milk in each day's meal plan. Excellent sources to include are meat, fish, poultry, cheese, eggs and milk.

## New Recipe: Peanut Butter Squares

(no bake) from General Mills, Inc.

Yield: One - 16 x 24" sheet pan

(96 - 2 x 2" squares)

Granulated Sugar	3½ cups
White Corn Syrup	2-2/3 cups
Peanut Butter	5-2/3 cups
Roasted Peanuts (optional)	6 cups
Cheerios	1 box (15 oz.)

Directions: Place sugar and corn syrup



## Plan Ahead for Summertime

Summer is fast approaching and with the summer months come various activities which require planning and preparation in many BACs.

Colleges have temporary close downs and lower board counts during summer school. College managers should plan ahead to take care of:

- \* Reduce inventories
- \* Plan summer manning tables
- \* Revise job descriptions
- \* Equipment cleaning and shutdowns
- \* Vacation payrolls

Some of our industrial accounts also have vacation shutdowns requiring advance planning.

Summertime always brings with it extra demand on our refrigeration compressors. It is a good idea to start early to be sure your refrigerators and freezers won't cause you problems.

- \* Check door seals and gaskets.
- \* Clean condensers, be sure the compressor has "breathing room"
- \* Caution your staff to keep cooler and freezer doors closed.
- \* Don't overload them.

Summertime is a good time to bring back some of our old tried and true specials and special recipes.

Brown bag lunches to go for folks who want to sit in the sunshine while they eat.

\* Last year one of our BACs had good sales success with a take out chicken box; fried chicken, roll, potato salad or coleslaw and a brownie.

\* Additions to the salad line include stuffed tomato with low-cal dressing, cottage cheese fruit plates, assorted cheese with fresh fruit.

\* Remember summertime is swimsuit time! Low calorie specials are popular.

## Leadership Development Workshop

conducted by

**Dr. Stephen Bushardt  
& Dr. M.E. Schnake**

**May 21-22, 1982**

Holiday Inn Executive Center  
Olive Branch, Mississippi



Sponsored by Valley Food Service



# Lillie Wallace Spreads Sunshine

There is a very bright spot on the Trend Line Complex. This light radiates from the kitchen area of BAC 411, our dining facility on the premises.

The light gets brighter and brighter as you approach **Lillie Wallace**, the grill cook. Lillie, along with co-worker **Pam Burney**, and BAC Manager **Lena Jones**, operates the kitchen that serves the Valley employees as well as National Sales, B.I.C., and other Trend Line employees at the Jackson complex.

Lillie shares that particular smile and laughter that only Lillie has. She gives all her customers a little sunshine with their food order.

Lillie began her food service career with the Valley on July 26, 1972, at Rankin General Hospital under **Omera Roberts**. At first she worked a variety of assignments: grill, cashier and patient care. Later, she worked at Deposit Guaranty National Bank Operations Center, the Sellers Building Cafeteria and the Valley Commissary, which handled the senior nutrition account.

## Anniversaries

We congratulate the following Valley Food Service employees who celebrated their anniversaries during the month of April:

- Betty Hall**, BAC 410, seven years
- Cynthia Ronan**, Memphis District Office, two years
- Rose Costen**, BAC 201, one year



**Pamela Caston** (above), BAC 406, is presented her ten-year plaque by District Manager **Olivia White**. **Ora Stuckey** (at right), BAC 202, receives her 15-year service award from District Manager **Lynne Gardner**.

In 1975, Lillie was awarded the Most Professional Food Service Employee. This award was based on the best overall attitude, professional image, and sensitivity to service.

Lillie is anxiously looking forward to celebrating her tenth anniversary with the Valley in July. She says that she is very happy working with the Valley and has grown in her knowledge of food service and enjoys her work very much.

Lillie recently had the unique opportunity to travel to Baton Rouge, La., where she worked for two weeks training short order cooks in the Baton Rouge area.

She tells us that her hobbies are "eating good food, fishing and dancing and spending time with a wonderful man", to whom she is engaged. Lillie loves people and loves to share.

She truly typifies "A Commitment to Quality" in her job performance. Lillie

## Welcome Aboard

- \* **Jeanne Schexnayder** as the new food service director at Louisiana Employment Security Commission.
- \* **Alex Stanford** in vending maintenance.
- \* **Martha McDaniel**, R.D., as the Pensacola Commissary Nutrition Educator.
- \* **Janet McGee** -- welcome back from a leave of absence -- Janet is presently at Field Memorial Hospital.

## Transfers

- \* **Susan Lustenader** to De La Ronde Hospital.
- \* **May Barnard** to the Pensacola Commissary.
- \* **Lydia Lofton** to River Oaks Hospital.
- \* **Joan James** to Methodist Rehabilitation Center.



**Lillie Wallace**

has a very positive mental attitude which is reflected in this quote from her, "Don't worry about the street of failure because the road to success is right around the corner."

**John Alford**, who regularly dines at BAC 411, sums it up nicely with the following comment, "Congratulations to Lillie Wallace for ten years of service to Valley Food Service. Her personality and friendly service mean a lot to employees eating at the '411 Club'."

## Learning by Experience

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classroom, their next step is to apply it on the job with their respective staffs.

But, it does not stop there. Feedback is as important as the initial learning experience.

Managers are encouraged to bring their results, reactions, and comments back to the meetings to share with others. At this point, open discussion, free expression, and leveling set the pace for further learning and reinforcement.

As with any learning, knowing how to use actual techniques to facilitate "learning by experiencing", is a developmental process. And with managers being basically responsible for their own learning, they have had to learn some basic principles to aid their process.

For example, when role playing was first tried at the District Meetings, it was a little difficult for most managers to quickly step into the shoes of their employees or customers. It was difficult to forget their true roles as managers. But, with practice, it is much easier now. And by doing this, they often experience the next best thing to real life happenings.

Valley Food Service's training efforts have come a long way. With the foundation built with experiential learning for the action-oriented breed of employee, the future of training at Valley Food Service promises to be exciting.